



Post Discharge Outreach Support

We are excited about a partnership with CipherHealth for an outreach solution designed to enhance post-discharge care and support for our members. This initiative will go live on November 3, 2025. It applies to members discharged from any inpatient or observation setting from any HAP contracted hospital in the following HAP plans:

- Commercial HMO and PPO
- Medicare Advantage HMO and PPO
- ASO

About the Outreach Tool

The CipherHealth platform will initiate automated outreach via phone call or text message within 72 hours after discharge. This outreach includes a brief series of questions to assess the member's transition back into the community and identify any immediate needs or concerns.

If a member responds negatively to any of the questions, the outreach will be automatically routed to a case manager, who will follow up directly to ensure the member receives appropriate support and resources.

Benefits of the Outreach Tool

- Promotes safe and healthy transitions from hospital to home
- Identifies and addresses potential gaps in care
- Reduces avoidable hospital readmissions

We believe this tool will be a valuable addition to our care coordination efforts and will strengthen our commitment to the health and well-being of our members.

We appreciate your partnership and support in preparing for this launch.